

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method in a data processing system for a utility computing environment, the method comprising:

setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;

displaying a view of a current service level for the customer;

presenting a view of a promised service level based on service level agreement parameters;

identifying at least one discrepancy a plurality of discrepancies between the promised service level and the current service level, wherein one of the plurality of discrepancies occurs in response to successfully completing a service request using less time than specified in the service level agreement, and wherein another of the plurality of discrepancies occurs in response to breeching to the service level agreement; [[and]]

generating a first rebate in response to successfully completing the service request using less time than specified in the service level agreement based on a completion time and a promised completion time, wherein the completion time is an amount of time used to successfully complete the service request, wherein the promised completion time is an agreed upon amount of time to complete the service request specified in the service level agreement, and wherein the completion time is less than the promised completion time;

generating a second rebate in response to breeching the service level agreement; and

providing [[a]] the first rebate and the second rebate to the customer for the at least one discrepancy plurality of discrepancies, wherein the first rebate and the second rebate assure assures that the customer pays for service rendered, wherein the rebate is generated both for breeching the service level agreement and for guaranteed uniformity, and wherein guaranteed uniformity is the process of crediting the customer when successfully completing a service request using less time than specified in the service level agreement.

2. (Original) The method of claim 1, wherein the service level agreement parameters include at least one of a duration, a transaction, a configuration, and a threshold.

3. (Original) The method of claim 1 further comprising:
modifying the service level thresholds using a graphical user interface.
4. (Currently Amended) The method of claim 1, wherein the service level thresholds are used to generate a warning prior to the occurrence of the at least one discrepancy plurality of discrepancies.
5. (Currently Amended) The method of claim 1, wherein the discrepancy is identified by at least one of breaching the service level agreement[[,]] includes exceeding the service level agreement parameters, hardware failures, hardware outages, software failures, performance failures, and failure to meet agreed upon requirements of the service level agreement completing a service request prior to a promised service-level completion time, and completing a service request without using a promised service level resource.
6. (Original) The method of claim 1, wherein the service level thresholds are set for at least one of a customer, a service provider, and a utility computing host.
7. (Currently Amended) The method of claim 6 further comprising:
alerting the at least one of the customer, the service provider, and the utility computing host of the at least one discrepancy plurality of discrepancies and a root cause for the at least one discrepancy plurality of discrepancies.
8. (Original) The method of claim 1 further comprising:
providing an option to customize the view of the current service level and the view of the promised service level.
9. (Original) The method of claim 1, wherein the view of a current service level is at least one of a real-time view and a historical view.
10. (Currently Amended) A method in a data processing system for a utility computing environment, the method comprising:
displaying at least one of an infrastructure view and an application view of a current service level for a customer, wherein the infrastructure view contains information technology hardware and software components, wherein the application view contains software applications residing on utility computing resources, and wherein the infrastructure view and the application view are linked;

presenting a view of a promised service level based on service level agreement parameters, wherein the infrastructure view and the application view show a relationship between the current service level and the promised service level, and wherein the relationship indicates a progress level of a service request with respect to a service level agreement with the customer;

generating a first rebate in response to successfully completing a service request using less time than specified in the service level agreement based on a completion time and a promised completion time, wherein the completion time is an amount of time used to successfully complete the service request, wherein the promised completion time is an agreed upon amount of time to complete the service request specified in the service level agreement, and wherein the completion time is less than the promised completion time;

generating a second rebate in response to breaching the service level agreement;

providing [[a]] the first rebate and the second rebate to a customer when at least one discrepancy a plurality of discrepancies between the current service level and the promised service level occur occurs, wherein the first rebate and the second rebate assure assures that the customer pays for service rendered, wherein one of the plurality of discrepancies occurs in response to successfully completing the service request using less time than specified in the service level agreement, and wherein another of the plurality of discrepancies occurs in response to breaching to the service level agreement wherein the rebate is generated both for breaching the service level agreement and for guaranteed uniformity, and wherein guaranteed uniformity is the process of crediting the customer when successfully completing a service request using less time than specified in the service level agreement;

retrieving additional details of the at least one of the infrastructure view and the application view by clicking on a component of the at least one of the infrastructure view and the application view, wherein the additional details include the rebate and an impact for breaching the service level agreement; and

switching between the infrastructure view and the application view.

11. (Original) The method of claim 10, wherein a view of the current service level includes at least one of a warning, an alert, a breach, a duration, a transaction, a configuration, a threshold, a rebate, a utility computing resource, a consumed computer resource, and a consumed human resource.

12. (Currently Amended) The method of claim 10 further comprising:

alerting at least one of a customer, a service provider, and a utility computing host of a discrepancy the plurality of discrepancies between the current service level and the promised service level, wherein the relationship shows a severity level for the discrepancy the plurality of discrepancies.

13. (Cancelled)
14. (Currently Amended) The method of claim [[13]] 14, wherein the at least one discrepancy is based on at least one of breaching the service level agreement includes exceeding [[a]] service level agreement parameters parameter, breaching a service level agreement, hardware failures, hardware outages, software failures, performance failures, and failure to meet agreed upon requirements of the service level agreement completing a service request prior to a promised service level completion time, and completing a service request prior to using a promised service level resource.
15. (Currently Amended) A data processing system for a utility computing environment, the data processing system comprising:
- setting means for setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;
- displaying means for displaying a view of a current service level for the customer;
- presenting means for presenting a view of a promised service level based on service level agreement parameters;
- identifying means for identifying at least one discrepancy a plurality of discrepancies between the promised service level and the current service level, wherein one of the plurality of discrepancies occurs in response to successfully completing a service request using less time than specified in the service level agreement, and wherein another of the plurality of discrepancies occurs in response to breeching to the service level agreement; [[and]]
- first generating means for generating a first rebate in response to successfully completing the service request using less time than specified in the service level agreement based on a completion time and a promised completion time, wherein the completion time is an amount of time used to successfully complete the service request, wherein the promised completion time is an agreed upon amount of time to complete the service request specified in the service level agreement, and wherein the completion time is less than the promised completion time;
- second generating means for generating a second rebate in response to breeching the service level agreement; and
- providing means for providing [[a]] the first rebate and the second rebate to the customer for the at least one discrepancy plurality of discrepancies, wherein the first rebate and the second rebate assure assures that the customer pays for service rendered, wherein the rebate is generated both for breeching the service level agreement and for guaranteed uniformity, and wherein guaranteed uniformity is the process

~~of crediting the customer when successfully completing a service request using less time than specified in the service level agreement.~~

16. (Currently Amended) The data processing system of claim 15 further comprising:
alerting means for alerting at least one of a customer, a service provider, and a utility computing host of the ~~at-least one discrepancy plurality of discrepancies~~ and a root cause for the ~~at-least one discrepancy plurality of discrepancies~~.

17. (Original) The data processing system of claim 15 further comprising:
providing means for providing an option to customize the view of the current service level and the view of the promised service level.

18-20. (Cancelled)

21. (Currently Amended) A computer program product in a computer ~~readable recordable-type~~ medium having encoded thereon instructions executed on a computer for a utility computing environment, the computer program product comprising:

first instructions for setting service level thresholds for the utility computing environment, wherein the service level thresholds are based on a service level agreement with a customer;

second instructions for displaying a view of a current service level for the customer;

third instructions for presenting a view of a promised service level based on service level agreement parameters;

fourth instructions for identifying ~~at least one discrepancy a plurality of discrepancies~~ between the promised service level and the current service level, ~~wherein one of the plurality of discrepancies occurs in response to successfully completing a service request using less time than specified in the service level agreement, and wherein another of the plurality of discrepancies occurs in response to breeching to the service level agreement: [[and]]~~

~~fifth instructions for generating a first rebate in response to successfully completing the service request using less time than specified in the service level agreement based on a completion time and a promised completion time, wherein the completion time is an amount of time used to successfully complete the service request, wherein the promised completion time is an agreed upon amount of time to complete the service request specified in the service level agreement, and wherein the completion time is less than the promised completion time;~~

sixth instructions for generating a second rebate in response to breeching the service level agreement; and

seventh [[fifth]] instructions for providing [[a]] the first rebate and the second rebate to the customer for the at least one discrepancy plurality of discrepancies, wherein the first rebate and the second rebate assure assures that the customer pays for service rendered, wherein the rebate is generated both for breeching the service level agreement and for guaranteed uniformity, and wherein guaranteed uniformity is the process of crediting the customer when successfully completing a service request using less time than specified in the service level agreement.

22. (Currently Amended) The computer program product of claim 21 further comprising:
instructions for alerting at least one of a customer, a service provider, and a utility computing host of the at least one discrepancy plurality of discrepancies and a root cause for the at least one discrepancy plurality of discrepancies.
23. (Original) The computer program product of claim 21 further comprising:
instructions for providing an option to customize the view of the current service level and the view of the promised service level.
24. (Currently Amended) A computer program product in a computer readable recordable-type medium having encoded thereon instructions executed on a computer for a utility computing environment, the computer program product comprising:
first instructions for displaying at least one of an infrastructure view and an application view of a current service level for a customer, wherein the infrastructure view contains information technology hardware and software components, wherein the application view contains software applications residing on utility computing resources, and wherein the infrastructure view and the application view are linked;
second instructions for presenting a view of a promised service level based on service level agreement parameters, wherein the infrastructure view and the application view show a relationship between the current service level and the promised service level, and wherein the relationship indicates a progress level of a service request with respect to a service level agreement with the customer;
third instructions for generating a first rebate in response to successfully completing a service request using less time than specified in the service level agreement based on a completion time and a promised completion time, wherein the completion time is an amount of time used to successfully complete the service request, wherein the promised completion time is an agreed upon amount of time to

complete the service request specified in the service level agreement, and wherein the completion time is less than the promised completion time;

fourth instructions for generating a second rebate in response to breaching the service level agreement;

fifth [[third]] instructions for providing [[a]] the first rebate and the second to a customer when at least one discrepancy a plurality of discrepancies between the current service level and the promised service level occur occurs, wherein the first rebate and the second rebate assure assures that the customer pays for service rendered, wherein one of the plurality of discrepancies occurs in response to successfully completing the service request using less time than specified in the service level agreement, and wherein another of the plurality of discrepancies occurs in response to breaching to the service level agreement wherein the rebate is generated both for breaching the service-level agreement and for guaranteed uniformity, and wherein guaranteed uniformity is the process of crediting the customer when successfully completing a service request using less time than specified in the service level agreement;

sixth fourth instructions for retrieving additional details of the at least one of the infrastructure view and the application view by clicking on a component of the at least one of the infrastructure view and the application view, wherein the additional details include the rebate and an impact for breaching the service level agreement; and

seventh [[fifth]] instructions for switching between the infrastructure view and the application view.

25. (Currently Amended) The computer program product of claim 24 further comprising:

instructions for alerting at least one of a customer, a service provider, and a utility computing host of the plurality of discrepancies a-discrepancy between the current service level and the promised service level, wherein the relationship shows a severity level for the plurality of discrepancies the discrepancy.

26. (Canceled)

27. (Currently Amended) The method of claim 1 further comprising:

displaying a relationship between the current service level and the promised service level based on the service level agreement parameters, wherein the relationship indicates a severity level for the at least one discrepancy plurality of discrepancies.

28. (Previously Presented) The method of claim 27, wherein a severity level indicator comprises a red light, a yellow light, and a green light on a traffic light.

29. (Currently Amended) The method of claim 1, wherein the first rebate is additionally based on guaranteed uniformity is the process of crediting the customer when successfully completing a service request using both less time and less resources than specified in the service level agreement.

30. (Currently Amended) The method of claim 10, wherein the first rebate is additionally based on guaranteed uniformity is the process of crediting the customer when successfully completing a service request using both less time and less resources than specified in the service level agreement.